

Midstate Messenger

MIDSTATE COMMUNICATIONS COOPERATIVE

April 2026

Spring Plowing Begins



Are you planning a building project this year? If so, now is the time to plan for fiber optic service to your new home or business—so you're ready with the area's fastest, most reliable internet connection from day one.

Midstate's summer construction schedule fills up quickly, so don't wait. Call or text our office at 605-778-6221 to get your project on the list. Planning ahead helps avoid delays and keeps your build moving forward without interruption.

Important Dates

April 3 - Midstate Offices Closed

April 5 - Disconnect of all accounts with a 30-day balance

April 20 - Bills due by 12:00 PM.

April 30 - May bills are mailed out and due May 20th by 12:00 PM



From egg dyeing and chocolate treats to video calls with family, Easter is full of moments you don't want to miss. With Midstate's Managed WiFi, you can enjoy a strong, reliable connection in every corner of your home—so no frozen screens or dropped calls while the fun is happening. If your connection isn't keeping up, it might be time to upgrade—we're here to help! Just a quick reminder that our office will be closed on Friday, April 3rd, so our team can enjoy the holiday weekend with their families. Wishing you a hoppy, happy, and well-connected Easter!



Retirement Announced

Janet Thomas began her journey with Midstate in 1998, back when we were Midstate Telephone, and has been a steady, familiar presence ever since. Over the years, she wore many hats—from a secretary, customer service representative, to an administrative assistant—and most recently served as one of our bookkeepers. For many of our customers, Janet was one of the first voices they heard when they called in with a question or concern.

Janet also played a key role in training many of the employees who are still part of our team today. Janet had high attention to detail including proofreading our monthly newsletters. She will be remembered for her kindness, reliability, and the positive impact she made on both our customers and our team.

Janet, thank you for your 28 years of service to Midstate. We wish you all the best in your well-deserved retirement—enjoy the extra time with family and making memories camping around South Dakota.



Meet Gene & Linda

If you've ever tried to remember a password, figure out your WiFi, or wondered if something online is "too good to be true"... you'll probably relate to Gene and Linda.

Gene's the kind of guy who sticks with what works. Linda's the one who asks just enough questions to make sure it's actually working right.

They're here to walk through everyday tech topics the same way many of us do—together.

Gene tapped harder on his smartphone than he probably needed to, squinting at the screen.

"I just signed up to watch those cattle auctions online," he said. "Used my usual password—Panthers#1. Easy to remember."

Linda looked over and didn't miss a beat. "Gene... don't tell me that's the same password you use for everything."

Linda shook her head and smiled. "Let me ask you something—would you hand out 20 copies of our house keys to random strangers?"

Gene paused. "Well... no."

"Exactly," Linda said. "But that's what you're doing when you use the same password everywhere." If just one of those websites gets hacked, that password can be used to try to get into your email, our bank account, your shopping or anything tied to it.

Gene leaned back a little. "So if one website gets hacked... it's like they've got the key to everything else?"

Linda nodded. "One password shouldn't unlock your whole life."

Gene rubbed the back of his neck. "Well... I guess Panthers#1 isn't going to cut it anymore."

Linda smiled. "It's a good start to realize it. Now let's make it better. "Think long and strong. Your passwords should be at least 16 characters."

Gene raised an eyebrow. "Sixteen? That's a lot to remember."

"It doesn't have to be complicated," Linda said. "Think of a phrase instead of just one word—something you'll remember, but others won't guess." She added, "Then mix in a few capital letters, numbers, and a symbol or two."

Gene nodded slowly. "So... not my favorite team and a number anymore."

Linda laughed. "Let's just say we can do better than that."

Gene looked back down at his phone. "Well... guess it's time Panthers#1 finally hangs up its jersey."

Linda smiled. "Stronger passwords now... fewer headaches later."



Password Quick Tips:

- At least **16 characters**
- Use a **phrase**, not one word
- Mix in **CAPS**, numbers & symbols
- Never reuse passwords



Think of it this way...

Using the same password everywhere is like handing out copies of your house keys.

If one gets into the wrong hands, everything is at risk.



Before you start any digging project—whether it's planting a tree or putting in a fence—be sure to call 811. A locator will come out and mark underground utility lines using flags or paint (orange for telecommunications, red for electric, blue for water, and more), so you can dig safely and avoid damaging important services.

Keep in mind that utility lines can be buried just about anywhere on your property, sometimes closer to the surface than you'd expect. Calling 811 is quick, easy, and completely free—and it helps prevent service interruptions for you and your neighbors.



Hello Spring





WE'LL PAY
YOU \$20
TO PAY US VIA
AutoPay

CHOOSE PAPERLESS BILLING ALONG WITH AUTO BANK OR AUTO CREDIT CARD AND GET A ONE-TIME \$20 BILL CREDIT*

Now's the time to switch to Midstate Communications paperless billing, which means you'll receive your statements via email rather than "snail mail."

With auto bank or auto credit card and paperless billing, you'll have one less bill in your mailbox each month, less clutter on your kitchen counter, and receive a recurring \$1.50 credit every month on your invoice! Plus, you'll help us use less paper and save some trees.

- 1. Complete and return the auto bank or auto credit card form on the back of this sheet.**
- 2. Go to estatement.midstatesd.net to set up eBill**
- 3. Once logged in, click on SETTINGS.**
- 4. At the top click on GENERAL.**
- 5. Choose WEB BILL ONLY and we will set up your \$1.50 monthly discount and give you a one-time \$20 discount!**



**12 month eBill commitment required.*

MIDSTATE COMMUNICATIONS, INC
Customer Authorization for Direct Payment via ACH or Credit Card

Direct Payment via ACH is the transfer of funds from a consumer account for the purpose of making a payment. If you wish to have your account set up on Direct Payment from your Bank Account or Credit Card, please complete the Authorization form below and return to: Midstate Communications, Inc. PO Box 48 Kimball, SD 57355.

Name _____ Account # _____

CHECK ONE: New Payment Change Information Cancel Auto Bank/Auto Credit Card

I (we) agree that the authorized MONTHLY debit date will be as elected: 4th 10th 19th

I (we) understand that this is a recurring entry request and that debits will occur at substantially regular intervals, as chosen above, without further affirmative action by the receiver.

AUTOMATIC BANK WITHDRAWAL:

CHECK ONE: Checking Account Savings Account

Depository (Bank) Name: _____ Routing Number: _____

Name on Account: _____ Account Number: _____

Please enclose a personalized **VOIDED CHECK or an account verification letter from your financial institution containing their letterhead.*

AUTOMATIC CREDIT CARD WITHDRAWAL:

CHECK ONE: VISA MASTERCARD DISCOVER AMERICAN EXPRESS

Credit Card Number: _____ Exp. Date: _____ CVV # _____

**I agree to inform Midstate when my card expires and provide them with a new card number and updated expiration date.*

I (we) authorize Midstate Communications, Inc. to electronically debit my(our) account and, if necessary, to electronically credit my(our) account to correct erroneous debits to the account listed above. I (we) agree that ACH transactions I (we) authorize comply with all applicable laws.

I (we) agree that the authorized debit amount will be: The balance due on the account on the elected debit date stated above.

I (we) understand that this authorization will remain in full force and in effect until I (we) notify Midstate Communications, Inc., in writing, that I (we) wish to revoke this authorization. I (we) understand that Midstate Communications, Inc. requires a minimum of five business days prior notice to cancel this authorization.

Customer(s) Printed Name(s): _____

Customer(s) Signature(s): _____ Date: _____

Go PAPERLESS? YES NO

If yes, please go to www.midstatesd.net – Click on My Bill Pay – Sign up for Estatement. You will need your latest invoice with the account number and the amount due. Once signed up, you will need to change your invoice preference to WEB BILL ONLY. Click on SETTINGS and at the top click on GENERAL. Choose to receive “Web bill only” Once your sign up is complete, you will begin to receive a \$1.50 per month discount on your bill!